



# JAMES CLARK

## Software Support Engineer Lead

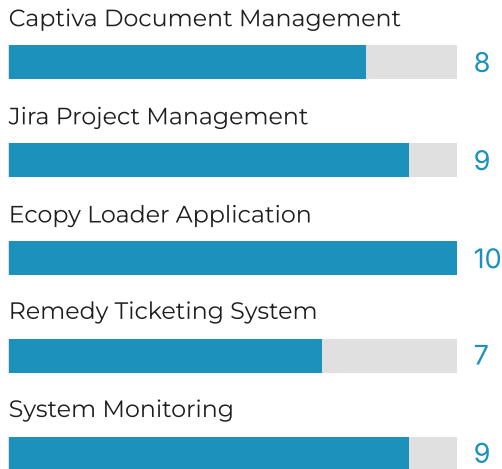
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📍 Los Angeles

🌐 www.qwikresume.com

### 💡 SKILLS



### 🚀 INTERESTS

- 🔧 DIY Projects
- ✂️ Crafting
- 🧘 Meditation
- 🏛️ History

### 👊 STRENGTHS

- 🌱 Humility
- 💡 Innovation
- 👁️ Insightfulness
- ✅ Integrity

### 🗣️ LANGUAGES



### 🌟 ACHIEVEMENTS

- 🌟 Led a team to reduce support ticket resolution time by 30%, enhancing user satisfaction.
- 🌟 Implemented a proactive monitoring system that decreased system downtime by 25%.

### 👤 PROFESSIONAL SUMMARY

With 10 years of experience in software support, I excel in leading teams to resolve complex technical issues and enhance user satisfaction. My expertise in system performance optimization and proactive problem-solving ensures seamless application functionality. I am dedicated to fostering collaboration and delivering exceptional service to drive operational excellence.

### 💼 WORK EXPERIENCE

**Software Support Engineer Lead** Feb / 2018-Ongoing  
*Pineapple Enterprises* 📍 Santa Monica, CA

- Managed user inquiries regarding FDA submission processes, ensuring timely resolution of issues.
- Documented all ticket updates in JIRA to maintain accurate records for issue resolution.
- Guided users in submitting files through eSubmitter applications, enhancing user experience.
- Coordinated with industry users to send acknowledgments for submissions, ensuring compliance.
- Retrieved historical acknowledgments from the Oracle database upon user request.
- Utilized eCopy Loader for efficient handling of large submission files.
- Generated monthly and semiannual reports in Oracle server for production environments.

**Customer Service Representative** Feb / 2015-Feb / 2018  
*Crescent Moon Design* 📍 Portland, OR

- Provided technical support for cloud-based and onsite security systems to end users and technicians.
- Resolved account management issues, including password resets and user administration.
- Assisted technicians in troubleshooting communication and hardware issues for control panels.
- Completed RMA forms for defective panels, ensuring timely replacements for customers.
- Tracked RMA processes to enhance customer satisfaction and reduce wait times.

### 🎓 EDUCATION

**Bachelor of Science in Information Technology** Feb / 2012 - Feb / 2015  
*University of Technology* 📍 Toronto, ON

Focused on software development and system support.